



Report of Director of Social Services and Chair of Social Care & Tackling Poverty Service Transformation Committee

Social Care & Tackling Poverty Service Transformation Committee - 7
April 2025

Social Care & Tackling Poverty Service Transformation Committee Annual Report 2024-2025

Purpose:	This report summarises the work programme of the Social Care & Tackling Poverty Service Transformation Committee in 2024/25.
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For Information	

1. Introduction

- 1.1 Service Transformation Committees were established in place of the former Corporate Delivery Committees to enable elected members to contribute to the ongoing development of the council's transformation activities.
- 1.2 The expected role of Service Transformation Committees contributes to:
 - Shape future policy and/or service design.
 - Consider mechanisms to encourage and enhance public participation in development of policy and service models.
 - Work with Senior Officers and Cabinet Members in a Team Swansea approach.
 - Consider and where appropriate to invite relevant organisations / individuals to contribute to policy development and service design discussions.

- 1.3 The Service Transformation Committees are expected to focus a work programme on work priorities linked to the Council's policy commitments and corporate plan priorities:
- Safeguarding people from harm
 - Tackling poverty and enabling communities
- 1.4 'Successful and Sustainable Swansea' – our transformation strategy for 2022-2027 and beyond supports the Council's Medium-Term Financial Plan objectives, and has twelve change programmes including:
- Transforming Adult Services
 - Transforming Child and Family Services
 - Future community hub model
 - Enabling Communities
- 1.5 The Chair of the Committee, Cllr Mandy Evans was elected at the May 2024 meeting, and outlined out a clear intention to progress an ambitious programme of work should progress policy within the schedule of future meetings. Cllr Patience Bentu was elected as the Committee's Vice-Chair.
- 1.6 Discussions took place with the relevant Cabinet Members and Senior Officers to identify proposals for the work programme likely to have most impact in support of the above Councils priorities and transformational aims and importantly most likely to improve the wellbeing outcomes for Swansea residents.
- 1.7 The terms of reference and initial work programme for 2024-25 were discussed and agreed at the June 2024 meeting, and the table below highlights the journey looking into specific areas of policy and strategy work:

Date of Meeting	Agenda Items
22 nd July 2024	– Swansea Council Volunteering Policy
	– Assistive Technology and Promoting Independence
16 th Sept. 2024	– Digital Inclusion (Digital Transformation)
	– Refresh of Council' s Tackling Poverty strategy,
9 th Dec. 2024	– Adult Services Early Help approach
	– Transition (Child to Adult)
	– Supporting Parents & Carers of Children with Additional Needs
	– Swansea Poverty Truth Commission
13 th Jan. 2025	– Tackling Poverty Strategy

	– Adult Services Day Service Transformation
24 th Feb. 2025	– Placement Sufficiency & Sustainability
7 th April 2025	– Annual Report

2. Outcomes from the work of the Social Care & Tackling Poverty Service Transformation Committee

This section summarises the progress made, outcome and outputs in each of the Committee’s main areas of work during the year 2024/5

2.1 Swansea Council Volunteering policy

The Tackling Poverty Development Manager presented a” report on the development of Swansea Council’s Volunteering policy in draft. The Draft Swansea Council Volunteering Policy was developed in partnership with Swansea Council for Voluntary Services. Our approach is based on best practice, as identified by Third Sector Support Wales, with a clear definition of volunteering, setting out the standards expected, and commitments needed within roles and responsibilities, for recruitment and selection, induction, training, support and supervision.

The draft Volunteering Policy is supported by a Manager’s Toolkit and Volunteer Handbook, both of which are key components to support the effective delivery of the new policy. The Manager’s Toolkit contains the resources required to enable services to welcome and host volunteers to meet our commitment to their development. The Volunteer Handbook sets out vital information to promote volunteer wellbeing in their work within Council services.

The Committee are looking forward to seeing the final policy approved and implemented.

2.2 Assistive Technology and Promoting Independence

The Transformation Manager, Adult Services presented an update on Adult Services Assistive Technology and planned activity. The report provided information on the current Adult Services assistive technology ‘offer’, how the service is integral to the Adult Services Transformation Programme for 2024/25, specifically supporting the priority of ‘Promoting Independence’.

The Committee were extremely interested in how an Assistive Technology ‘Smart Home Suite’ might aid residents and their families to engage with new aids. The suite, expected to be available this year, will display the latest in smart device technology available on the market today along with ‘connected’ Assistive Technology products the service already provides, all simulated in a familiar home environment.

2.3 Digital Inclusion (Digital Transformation)

Cabinet Member for Community (Support) emphasised the importance of this work when introducing this work to ensure that Swansea residents can access services where there has been digital change. Alongside digital

transformation, work is needed to remove any barriers, citizens may face in accessing services such as digital poverty, digital exclusion and support needed in learning new digital skills.

The Committee stressed the importance of this work with leadership across all council/ public domain, and the need to ensure fair and equal access to all public services. This work has now been incorporated as a workstream in the Council's refreshed Tackling Poverty strategy.

2.4 Adult Services Early Help Approach

Cabinet Member for Community (Support) introduced the item and outlined the context of the report. The Interim Director of Social Services then presented the report to set out the Prevention and Early Help strategic approach in Adult Services, and proposals for next steps taking this approach forward.

The Committee focussed on how changes could be best communicated to Swansea residents and fair accessibility, with the importance of getting this right for our communities and those in need of care. The Committee also praised the "one stop information shop", held on the first Monday of every month at the Waterfront Museum, which can be complemented with local approaches to getting right help at the right time.

2.5 Transition (Child to Adult)

Head of Child & Family Services presented on service developments in relation to the transition from Child and Family Services to Adult Services for children with disabilities or additional learning needs.

The report outlined the commitment, vision and ambition to support positive transitions from child and family services into adult services for children with disabilities or additional learning needs of our young people to inform our practice, and how we will develop and adapt our service as required to ensure these needs are appropriately met.

Work is about to begin in the development of a transition policy which spans across child and family services and adult services. The focus will be to ensure a smooth transition for all young people entering adulthood where they require ongoing support from services.

2.6 Supporting Parents & Carers of Children with Additional Needs

The Child Disability Team Manager, assisted by the Commissioning Team Leader on behalf of the Principal Officer - Adolescent and Young People Service, presented a "For information" report to provide an overview of the provision by Child & Family Services of short respite breaks for both children and young people with disabilities and / or additional needs and their parents / carers. The review of Short Breaks service is almost complete, and recommendations will be taken to Senior Manager over the next few months.

The "Here for you this Winter" programme took place over winter 24/25. This was an extension of the COAST programme which included delivery of activities over holiday and weekend periods. A number of these

activities was specifically targeted at children and young people with additional learning needs.

2.7 Swansea Poverty Truth Commission

The Committee were updated about the work of the Swansea Poverty Truth Commission which places those affected by poverty at the heart of discussions about poverty. PTCs give a face to the facts, by creating safe spaces for people with lived experience of poverty to tell their stories, build relationships with each other, and with influential decision makers in the local area. The Swansea Truth Commission report has recently been published following a celebration event, and the finding shared with civic business and community leaders:

[Swansea Poverty Truth Commission | Swansea CVS](#)

The Tackling Poverty Development Manager reported in the 'Rehumanising Systems and Services Charter' as developed by the Swansea Poverty Truth Commission and plans to coproduce a Planning and Implementation Framework to take this work forward.

The Committee fully supported the work of the Commission in working with lived experience of people in poverty, and on building transformative relationships to finding solutions. The Committee is looking forward to supporting the next phase of work.

2.8 Tackling Poverty Strategy

Tackling Poverty Service Manager presented a report outlining the Council's approach to a refreshed Tackling Poverty Strategy (2024-2029) with extensive engagement and working with individuals and organisations as well as undertaking a public survey, which received over 300 responses. The Committee made several comments in relation to options for the public to contribute to the consultation process. The draft strategy document is ready to go out for Cabinet approval with plans to commence public consultation from March 2025, involving further opportunity for Councillors and the public to contribute to the final strategy and plans.

[Appendix A -Tackling Poverty Strategy 2024-2029 V0.6.pdf](#)

2.9 Adult Services Day Opportunities

The Committee heard plans for the transformation of internal Day Services aligned to Adult Service 3 key priorities:

- Prevention and Early Help,
- Promoting Independence
- Prioritising Resources

Adult Services' Target Operating Model promotes community, preventative and early help services, and recourse to managed care when there are no other options to help a person achieve their wellbeing outcomes.

The Committee is supportive of the approach using co-production to help transform existing internal day services towards achieving six Day Opportunity types identified within the model:

1. Social and Community (Prevention & Early Help)

2. Assessment (Early Help)
3. Employability, Well-being and Skills Development (Early Help and Managed Care)
4. Flexible Support (Early Help and Managed Care)
5. Day Activity (Managed Care)
6. Specialist day support (Managed Care)

The Committee was keen to ensure that carers and families are centre stage in these proposals and fully involved in the co-produced model of future services.

2.10 Placement Sufficiency & Sustainability

The Committee inquired into how the Council are managing the elimination of profit agenda (as described in Welsh Government's draft Health and Social Care Bill) on placement sufficiency requirements and the local authority's ability to fulfil its sufficiency duty. The Bill seeks to eliminate private profit from the provision of children's care services, including children's homes, secure accommodation, and fostering services for looked-after children.

The Committee heard how both relational care and therapeutic care are approaches used in children's care settings (such as foster care, residential homes, and secure accommodation) are vital to support the emotional, psychological, and social well-being of children, particularly those who have experienced trauma or difficult life circumstances. These approaches emphasize building strong, positive relationships and providing emotional and psychological support to help children heal and thrive. The plan emphasises the need to recruit and develop the children's residential care workforce so that we have enough well trained and supported staff.

The Committee supported Child and Family Services in their ambition is to have 25 in-house residential beds available for Swansea children in the next 4 years, subject to sufficient resource to deliver our target operating model. Plans involve integrated work with Health to ensure we develop an appropriate therapeutic model to meet the care and support needs of children, as well as close partnership work with Education. Our shared best hope is to support children and young people out of residential care and for them to either return home to family or move into a local in house foster placement, so that there are inclusive pathways for our children and young people to access locally based and education and learning.

3. Conclusion

3.1 Concluding the Committee's work programme:

The Committee's Chair and Vice Chair have thanked Officers for the reports presented during this programme of meeting. The Committee has frequently commented on the standard of reporting and the commitment show to co-production with transformation programmes, strategy and

policy development. This way of working ensures that there is a broad ownership, consideration of impact and a support base for implementation, and that the work making a vital contribution to the Council's corporate priorities and well-being outcomes of Swansea residents.

3.2 Looking ahead:

The Committee is already looking ahead toward the next programme. of work, and those items to be carried forward:

The Social Care & Tackling Poverty Service Transformation Committee expects to receive an update on the work of the local Safer Swansea Partnership in relation to **tackling Substance Misuse**, and how this work is supported by the West Glamorgan Regional Partnership Board.

The Committee expects to remain informed about the Tackling Poverty strategy implementation, and the next phase of the Swansea Poverty Truth Commission following up work on applying the 'Rehumanising Systems and Services Charter'.

The Committee resolved to follow up on Assistive Technology, following up the launch of a 'Smart Home' suite within the Assistive technology service.

4. Integrated Assessment Implications

4.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage.
- Consider opportunities for people to use the Welsh language.
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

4.1.1 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

4.1.2 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

4.2 This is a 'for information' report. As such an IIA screening is not required

5. Financial Implications

5.1 There are no financial implications associated with this report.

6. Legal Implications

6.1 There are no legal implications associated with consideration of this report.

Background Papers: None

Appendices: None